



When the parties involved voluntarily cooperate, Consumer Affairs coordinates mediation. In 2007, consumers obtained refunds and/or recovered merchandise totaling **\$1,355,039.68** as a result of our mediation efforts.

In 2005, The Contractor/Homeowner Accountability and Mediation Program (**C.H.A.M.P.**) began to investigate and mediate complaints from homeowners about contractors.

The C.H.A.M.P. mediation program covers complaints filed with the Board for Licensing Contractors and the Home Improvement Commission.

Our “**Buyer Beware**” and “**Problem Contractor**” lists serve as **public records** of businesses that failed to respond to complaints.